

STATE OF MISSOURI



Information Technology Advisory Board

November 29, 2006 Meeting Minutes

Attendees:

Gary Lyndaker, ITAB Chair, CIO ITSD/DMH

Dan Ross, CIO ITSD

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|---------------------------------|-------------------------------------|--|----------------------------------|
| Adams, Steve OA/ITSD- DSS | Falter, Jeff OA/ITSD-DOR | Marey, Carol CA | Thomas, Ron OA/ITSD |
| Allen Corey Gartner | Fees, Doug MoDOT IS | Mertens, Chris OA/ITSD | Tedeschi, Debbie OA/ITSD-DOR |
| Atchison, B.J. OA/ITSD-DED | Fresenburg, Carol Tier Technologies | Mihalevich, Rick Linn State | Watts, Lucy Tier Technologies |
| Borgstede, Bob CIBER | Gerling, Richard Mo Ethics | Moeller, Daniel OA/ITSD-STO | Weaver, Alicia OA/ITSD |
| Boss, Brenda Rose International | Gerrard-Hartman, Marilyn OA/ITSD | Monda, Paul Adjutant General | Wegman, John IBM |
| Buechter, Augie OA/ITSD-DSS | Grecian, Jan OA/ITSD | Murphy, Larry OA/ITSD Interface Dom. Chair | Wieberg, Pete OA/ITSD |
| Butler, Jerry AT&T | Gronauer, Cliff MSHP | Myers, Bob Tier Technologies | Willingham, Mary Public Defender |
| Byers, Chip MOREnet | Henderson, Darin Embarq | Pashia, Dennis AT&T | Wong, Steve Dell |
| Carrender, Marilyn OA/ITSD-SEMA | Holmes, Arlan OA/ITSD | Porter, R.D. OA/ITSD | Young, Doug MDC |
| Carter, Howard OA/ITSD | Jobe, Elena OA/ITSD-DNR | Rabenold, Jim MOARNG | |
| Clark, Christy OA/ITSD-DED | Jones, Molly WWT | Reed, Phil OA/ITSD-DHSS | |
| | | | |
| Davio, Chris GTech | Kempker, Carolyn OA/ITSD-MOA | Reinkemeyer, Cathy OA/ITSD-DED | |
| Davis, Rob OA/ITSD-DOLIR | Kleckner, Lori OA/ITSD | Renick, Cindy SOA | |
| Dwyer, Tim OA/ITSD-DIFP | Koelling, Bobbie Sue OA/ITSD-DESE | Shoehigh, W.E. | |
| Eggen, Gary OA/PMM | Lindsey, Mark Embarq | Stokes, Tom OA/ITSD | |
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Gary Lyndaker called the meeting to order at 8:30 a.m.

PRESENTATIONS/DISCUSSION ITEMS

None.

ACTION ITEMS

1. ITAB October 25, 2006 meeting minutes were presented for approval. Steve Adams made a motion to approve the minutes as submitted, Cliff Gronauer seconded the motion, and the minutes were accepted.

GENERAL BUSINESS

1. CIO Discussion (Dan Ross)

- a. **Evaluation of Next Generation Network Bids** – The Evaluation Team, consisting of a mixture of folks from OA, MOREnet, and MoDOT, continues with efforts to bring this about, by the end of the year/first of 2007.
- b. **Commissioner Keathley Battling Cancer** – For those not aware, Dan announced that Commissioner Keathley is battling multiple types of cancer and recently began chemotherapy. Dan encouraged everyone to send out prayers and/or well wishes for Commissioner Keathley and his family now in the coming months ahead. Anyone wishing to send a card, can contact Dan's office and they will share his mailing address.
- c. **Preparation for Employee Recruitment and Retention** – Paul Wright and Jan Grecian have been leading this effort. Many Missouri colleges have been/will be contacted, as well as presentations made to students themselves. Another leg of this will include working with the Office of Administration, Division of Personnel, as they interpret the merit system rules. The interpretation of Chester White, the new director of OA/Personnel, is that there is much more flexibility in the merit system than one might think.
- d. **New GIS Officer Announced** – Dan told the group that with Ryan Lanclos' departure, in addition to losing the IT Director for Agriculture, we also lost our State Geographic Information Officer. Dan announced that effective immediately, Tony Spicci will now serve in that capacity as our State Geographic Information Officer.
- e. **Dan & Arlan to Present Agency IT Items** – Dan announced he and Arlan were asked to present each agency's IT budget items. Dan stated he was somewhat uncomfortable with this, as he sees their role as more a supportive role as to what each agency is able to get approved. He noted there are a lot of big ticket items out there that will require vendor assistance if approved. He feels his assessment of how badly the items are needed may be different than the opinion of the agency itself. Dan prioritized as follows : 1. Will somebody die from it if this isn't done? 2. Does it impact our food supply? 3. Is this consistent with technology initiatives we have from an enterprise perspective.

2. ITAB Chair Items (Gary Lyndaker, ITSD-DMH, CIO)

- a. **ITAB Chair and Vice Chair Election for the 2007 Year** - Nominees were: Paul Wright for Chair, and Carl Medley and Elena Jobe for Vice Chair. Each candidate was given the opportunity to speak to the group prior to distribution of the ballots. Ballots were distributed and votes were cast. Angie Fisher and Steve Adams tallied the votes. Gary announced the results

and congratulated Paul Wright as the new Chair of the ITAB group for 2007, and Carl Medley as the new Vice Chair for 2007.

- b. **Cancellation of December 2007 ITAB & Announcement of January 2007 ITAB Meeting** – Gary announced that the December 2007 ITAB meeting is cancelled. As is consistent with previous ITAB meetings, for the year of 2007, ITAB meetings will continue to be held on the last Wednesday of each month, to convene at 8:30 a.m., in the Kirkpatrick State Information Center. The next scheduled ITAB meeting is Wednesday, January 31, 2007, 8:30 a.m.

ITAB COMMITTEE UPDATES

1. **Architecture Review Committee (Ron Thomas)** – Ron reported that 24 artifacts were approved on 11/28/06 coming from the systems Management Domain, Security Domain, and the Interface Domain. Ron asked the Security Domain and the Interface Domain to supply the group with highlights from yesterday's meeting:
 - **Security Domain (Lori Kleckner)** – Lori reported on documents approved:
 - Watchfire Appscan Product Component
 - Contingency Planning Technology Area
 - Contingency Plan Development, Documentation and Technical Considerations Compliance Component
 - Contingency Plan Testing, Maintenance and User Training Compliance Component
 - Encryption for Laptops Compliance Component
 - **Interface Domain (Larry Murphy)** – Interface Domain presented 17 artifacts to the Architecture Review Committee (ARC) which approved the following Discipline, Technology Areas (TA), Compliance Components (CC), and Product Components (PC). **Bold face** indicates the new artifact approved by ARC. **Red italicized face** indicates reviewed/approved for vitality. URL Reference: <http://www.oa.mo.gov/itsd/cio/architecture/domains/interface/standards.htm>
 - Discipline: Access
 - TA: **Interactive Voice Response (IVR)** and CC: **IVR Guidelines**
 - TA: **Web Access Devices** - CC: **Browsers, Content Filtering, and Handheld Devices.**
 - Discipline: **Accessibility** and CC: **Validation**,
 - TA: 508 Federal Standards – CC: **Links/Anchors, Image Text**
 - TA: **Accessibility Education**
 - TA: Missouri IT Accessibility Standards - PC: **BrowserCam and Cynthia Says**
 - Discipline: Branding
 - TA: Common Elements – CC: **Graphics/Color, Navigation and Templates**
 - TA: Usability – PC: **Linklint**
2. **Digital Media Developers (Kevin Lanahan/Bobbie Sue Koelling)** – Bobbie reported:
 - In reference with the Brown University Study, “how to sessions” efforts are underway, setting up and populating agencies on line to the XML schema. The goal is to have this developed soon, entering on line services, and plugging into the XML schema. The subcommittee is formulating categories and sub-categories.
 - **Mailman List Serv** - The documentation for the mailman list serv was upgraded and is located on the DMD site <http://dmd.mo.gov/>
 - **The Section 508 Refresh Update** – DMD has been asked to collect all the Missouri guidelines, standards, and laws of acceptability.
 - **2006 Digital State Survey** – Missouri ranked 29th overall. DMD felt this was a good ranking taking into consideration that the rules and regulations were stricter than in years past. Missouri pros were collaboration effort and focus on accessibility. The cons for Missouri were lack of collections of services. All information for this report was collected and sent out in an email to ITAB members.
 - **IE7 Testing** – DMD is now testing an IE7 to see how things are going with this.
3. **MOTEC (Jeff Falter/Laura Mertens)** - Reports were sent out. Jeff noted December has been slow due to the holiday season.
4. **Personnel Committee (Chris Wilkerson)** – Chris was not present, therefore there was no report.
5. **Project Management Standing Committee (Steve Adams)** – PMSC met on November 16th. There have been many inquiries, as we are reaching the end of the first period for the project managers that were among the first to be certified. In regard to those who submitted hours that were rejected (due to the audit of things recorded for project management certification), people are asking, 'how will they be able to make up those hours?' The committee made the decision that there is a year grace period given to project managers after their certification expires to submit existing hours, and it was decided that back-time periods would also be allowed if they had hours rejected. They can take those additional hours and turn them in to make up for a deficit. This will be written up, and placed in the handbook.
6. **User Group (Jeff Falter)** – The user group website was updated with the current chairs and various new information. See the User Group Tab on the ITAB website.
7. **Internet/MOREnet (Chip Byers)** – Beyond the published report, Chip told ITAB that they worked with OA and the SOS with main circuits on election night. Pete and Arlan also worked on reports afterward to cover best practices. There were many hits election night. Carl Medley publicly thanked Chip and all those who provided support on election night, stating it was absolutely fantastic, and there were just short of a million hits. Based on network traffic, he announced there was as much traffic generated on election night from about 7:00 p.m. – 2:00 a.m. as all State government generates on any given business day.
8. **Statewide Purchasing (Gary Eggen)** – Gary reported receiving a lot of questions on the IT Consulting Services Contract specifically regarding Competitive PAQ's. Gary pointed out the following to note when submitting a competitive PAQ:

- Include rationale and decision making processes when establishing your criteria
- After a decision has been made, it is important to have justification/evaluation listed as to why that decision was made. The justification/evaluation needs to be based on the criteria you made public, keeping in mind that this is open to public record.

Gary noted the Prime Vendor is in effect 12/1/06.

9. Technology Services (Chris Wilkerson not present; Pete Wieberg, Marilyn Gerrard-Hartman; Alicia Weaver; Howard Carter) –

- Pete reported efforts are underway on MTM and stressed the dire need to address plans for internet issues.
- Marilyn Gerrard-Hartman reported that a Microsoft Premier Support Agreement to be shared across the State is in the works and will be in place shortly. She noted that outside of ITSD, the bills will be processed through the revolving fund. She urged anyone interested in participating in this, to contact her.

Marilyn noted she is facilitating a Desktop Software Workgroup for ITSD to explore the advantages of an enterprise agreement for Microsoft Office. Again, she encouraged anyone interested to contact her.

In closing, she noted in regard to the offer received from Information Builders for unlimited use agreement for their line of software, that she did not receive responses from anyone indicating that they felt we should take advantage of that offer. She will proceed without an unlimited use agreement in place.

- Alicia Weaver reported she is working on the decision process involved with the best choice of methodology. She is also working on SAMII Enhancements, and the Personnel Appraisal System to be used Statewide. She noted that the Personnel Appraisal System should be finished in December and will be presented to the Legislature in January 2007.
- Howard Carter reported that they are over half-way done on Active Directory. Howard noted that active directory for Social Services went extremely well and that it was done after hours to avoid impacting customer assistance. He thanked all those involved with the process for all the help and for adjusting their schedules to come in after hours. Steve Adams reiterated the thanks to all involved in the process.

Howard told the ITAB that small domino servers at the State Data Center provided support to various agencies such as the Governor and Lieutenant Governor's Offices. He noted his lead person responsible for their management is retiring in the next few months. Rather than try to train someone else to do his duties, Elena Jobe has agreed that DNR will take over support for these servers. The domino support will be moved from the Data Center to DNR.

10. MO GIS Advisory Council/GIO Update (Bobbie Sue Koelling) – Bobbie Sue reported an alert for those allowing automatic update install for certain software. The specifics of this alert will be forwarded to Mary Luebbert for appropriate distribution.

OPEN DISCUSSION

1. **CIMOR** – Gary Lyndaker sent out thanks for the responses to request for help sent out for DMH regarding performance issues with CIMOR. Significant troubles were experienced with timeouts and slow responses. DMH is planning to take advantage of one offer of help. Gary noted they also brought in another highly qualified DBA from one of the vendors; in addition, a Microsoft Premier Support person flew in to assist. There have been lots of "growing pains", but progress is being made daily.
2. **Digital Certificates Survey** - Ron Thomas noted that some time ago, he requested that agencies complete a survey regarding digital certificates. The contract currently in place is with Verisign and due to expire the end of December, 2006. Ron brought Marilyn into these discussions. She has asked to renew the contract to keep it in place; then, plans to move forward to look at it from a consolidation standpoint to see if an enterprise would work. Marilyn will continue to follow up on this.
3. **Updates on Information Security** - Paul Monda told the group that information security has been tightened down greatly in the DOD world. It has become apparent to DOD folks that the system was attacked, and intruded upon in several key installations. Currently, all Guard members must carry a common access card. Shortly, no one will be able to get onto a computer unless their system has the proper protocols to accept that card. Paul reminded everyone that even though they may not report much to the ITAB, on the military side they are always doing their best to keep us all safe and are always extremely busy. Paul noted it was public knowledge that the hacking occurred at the national level (and did it not affect Missouri).
4. **Electronic Payment Services Presentation** – Tom Stokes announced that on December 6th, 8:30 a.m., in the Truman Building, Rooms 492/493, a presentation will be held by one of the new contractors for electronic payment services. Tom told the group the presentation would offer lots of information to be gained. In addition, there will be a question and answer session. This is the replacement, with some additions, to Link to Gov.

A motion to adjourn was made by Steve Adams, Carl Medley seconded the motion, and the meeting was adjourned.

REVIEW OF ACTION ITEMS

None noted.

NEXT MEETING

The next ITAB meeting is scheduled for **Wednesday, January 31, 2007 at 8:30 a.m. at the Kirkpatrick State Information Center, Interpretive Center, 600 West Main Street, Jefferson City, MO.**

GL/af